

Address Verification and Assignment (Record ID ADDR-AVAA-\$\$YY\$\$-\$\$SEQ06\$\$) Information Sheet

Application Description

The Address Verification and Assignment Application is used when the Applicant is requesting assignment of a new address or Suite/Building numbers, verification or change of an existing address, modifications to an address on Permit, or GIS Cleanup.

New Workflow Process Verification of an Existing Address

Application Intake: Applications can be submitted on-line or in-person to [Land Entitlement In-Take Staff](#). Once applicant successfully submits application and pays the required based fees, BuildSA will automatically link this "Address Verification and Assignment" application to an associated plat record with a relationship of "child" and generate the following tasks:

Completeness Review - Verification of an Existing Address:

- The Completeness Review Task is automatically "completed" if all required documents are uploaded online based on request type (*see documents*).
- If the application is submitted via hardcopy, [Land Entitlement In-Take Staff](#) enters the application online. [Land Entitlement In-Take Staff](#) scans/uploads the hard copies to BuildSA and generates an invoice for customer. After customer pays fee, this task is assigned to [Addressing Planner](#) in round robin fashion. This same staff member reviews the application for completeness.
 - If not complete, [Addressing Planner](#) will select at least 1 deficiency and update the task status to "Additional Information Required"
 - If complete, [Addressing Planner](#) will update the task status to "Completed" and initiate the Verification of Address Only Technical Review Task.
- IMPORTANT: If there is an outstanding balance on the application, [Addressing Planner](#) will not be able to update the task to "Completed."

Performance Goal - 3 Business Days

Technical Review – Verification of Address Only:

- This task is assigned to same [Addressing Planner](#) assigned the Completeness Review for Verification of an Existing Address.
- If the request is a Verification of an Existing Address, [Addressing Planner](#) will verify the address, make any necessary updates and update the status to "Verified" or "Verified with Corrections, GIS Correction." If no address assignment is needed, the application is closed.
- If the request is for GIS Clean up, [Addressing Planner](#) will perform the clean-up and update the task to "GIS Correction." BuildSA will automatically update the Address Verification and Assignment task to "Closed."
- If the request is for Assignment of a New Address or Suite/Building or the applicant is requesting a change to an existing address, [Addressing Planner](#) will update the task status to "Address Assignment Required" which will close the task for Verification of Address task and activate the Completeness Review for the Address Assignment Task.
- If not complete, [Addressing Planner](#) will select at least 1 deficiency and update the task status to "Additional Information Required"
- IMPORTANT: If there is an outstanding balance on the application, [Addressing Planner](#) will not be able to update the task to "Completed."

Performance Goal - 3 Business Days

New Workflow Process Address Assignment

Completeness Review - Address Assignment:

- This task is generated from a Verification of Address application and assigned to same [Addressing Planner](#) assigned the Completeness Review for the Verification of Address task:
 - If not complete, [Addressing Planner](#) will select at least 1 deficiency and update the task status to “Additional Information Required.”
 - If complete, [Addressing Planner](#) will update the task status to “Completed” which will close this task and initiate the “Create Preliminary Address” Task.

Performance Goal - 5 Business Days

Create Preliminary Address Task:

- [Addressing Planner](#) will perform the process to create a preliminary address.
 - If during their process they find information is needed to complete, [Addressing Planner](#) will select at least 1 deficiency and update the task status to “Additional Information Required”
 - If complete, [Addressing Planner](#) will create the address and update the task status to “Completed” which will close this task and activate the “Technical Review Address Assignment” Task.
 - Once this task is “Completed,” BuildSA will send a notification to applicant and to reviewing agencies that Preliminary Address has been issued.

Performance Goal - 5 Business Days

Technical Review - Address Assignment Task:

- Once the Plat is recorded, [Addressing Planner](#) will perform the process of activating the preliminary address.
 - If during their process they find information is needed to complete the process, [Addressing Planner](#) will select at least 1 deficiency and update the task status to “Additional Information Required”
 - If complete, [Addressing Planner](#) will activate the preliminary address and update the task status to “Address Assigned – GIS Needed” which will close this task and Addressing Planner will manually assign the “GIS Point Addition” Task for [GIS Analyst](#).

Performance Goal - 3 Business Days

GIS Point Addition Task (ITSD):

- [GIS Analyst](#) will update GIS with the address information in the GIS System.
 - If during their process they find information is needed to complete, the Staff will select at least 1 deficiency and update the Task Status to “Additional Information Required”
 - If complete, the Staff will update the Task Status to “GIS Recorded” which will close this Task and activate the “Record Address” Task for the Address Planner.

Performance Goal - 10 Business Days

Record Address Task:

- [Addressing Planner](#) will perform the process to record the address.
 - If during their process they find information is needed to complete, [Addressing Planner](#) will select at least 1 deficiency and update the task status to “Additional Information Required”
 - If complete, [Addressing Planner](#) will update the task status to “Final Address Recorded”. BuildSA will automatically close the Address Verification and Assignment request as “Closed”.

Performance Goal - 5 Business Days

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Required Documents

The following documents are required to be submitted with the application based on the information the applicant provides on the application:

- **Approved or Recorded Plat (PDF format)**
- **Digital Copy of Plat (DWG – 2000 or 2004 version)** – Only required if the applicant is requesting an assignment of a new address.
- **Deed, Title, or Bexar County Appraisal District property details** – Only required if the applicant is requesting a change to an existing address.
- **Certificate of Determination**
- **Floor Plan (PDF format)** – Only required if the applicant is requesting Suite/Building Number(s).
- **Site Plan (PDF format)** – Only required if the applicant is requesting:
 - An assignment of a new address for a Multi-Family Residential, Commercial or Accessory Address.
 - A request for Suite/Building Number(s) for a Multi-Family Residential, Commercial or Accessory Address.
- **Verified Site Plan (PDF format)**
- **Original Application** – Only required if applicant submitted hardcopy (uploaded by DSD Staff)
- **Other-** Includes any other document not listed.

Additional Notes

- **ICRIP approved:** Applicant will not be able to complete the application submittal. BuildSA will display an error message.
- **Associated Parent/Child Records:** Applicants can submit an application for a *Withdrawal/Refund* and/or *Add/Remove Contact* at any time in the process.
- If this application is for existing plat, BuildSA will automatically associate this application as a “child” record to the plat.
- This application is not subject to the 3% DSD and 3% Technology Surcharges.

Fees

Fees are generated by BuildSA based on business rules.

The following Fees are calculated by BuildSA and are required to be paid when the application is submitted. Fees are based on the type of addressing services requested:

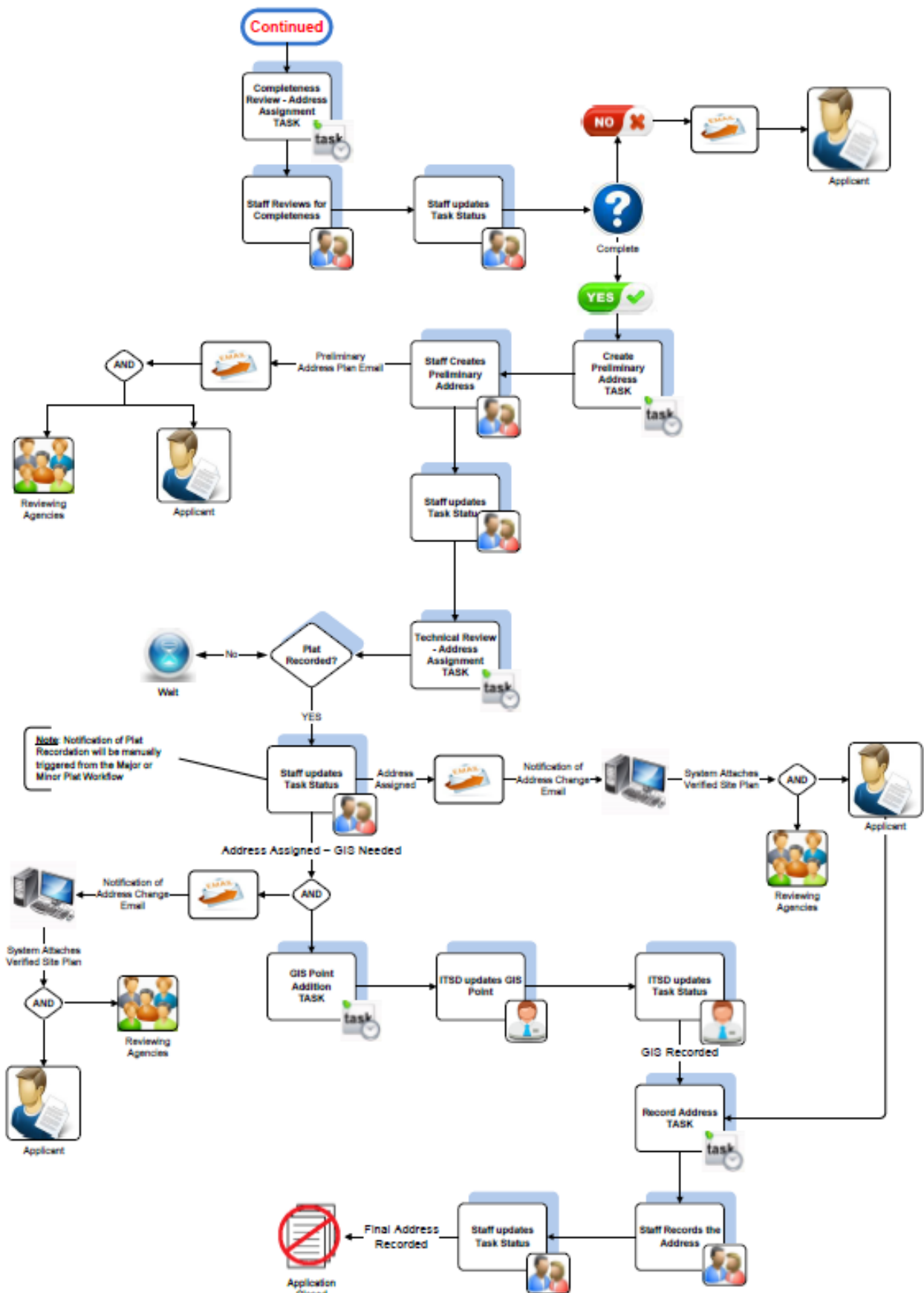
- | | |
|---|----------|
| • Amendment Address Plat | \$50.00 |
| • Building/Suite Address Re-assignment - Building | \$100.00 |
| • Building/Suite Address Re-assignment - Suite | \$20.00 |
| <ul style="list-style-type: none"> ○ <i>This fee is utilized for both assigning and reassigning of addresses. This fee should be 'per assigned number' - however the system will assess it as a flat fee and COSA can manually assess additional fees during their review.</i> | |
| • Expedited Addressing Review | \$100.00 |
| • Change of Address on Permit | \$50.00 |
| • Land Development Convenience Fee (if not submitted online) | \$10.00 |

The following fees are manually inserted by [Addressing Planner](#):

- Preliminary Plat Addressing Fee for Plat Requiring a Field Check
\$50.00
- Preliminary Plat Addressing Fee to Address a Plat of 10 or More Lots
(Per plat) \$50.00
 - *There is no fee for less than 10 lots*
- *There are no associated fees for **GIS Cleanup**. BuildSA will disable all fees and make documents optional if this is the only service selected.*

What's Changing?

- Existing paper application(s) for Addressing services will need to be updated. (Per Caryn needed for UAT)
 - [Request for Address Assignment/Verification](#)
 - [Request for Change of Address on Permits](#)
 - [Request for Address Change](#)
 - Please verify if any Information Bulletins or any other Address Verification/Assignment related applications will also require updating.
- **Website documents and links will also require review and may require to be updated.**
- **New process uses one application for all processes. Previously used 3 separate applications.**
- **Addressing Team will utilize BuildSA to generate a new record for GIS Cleanup that is not initiated by a customer or other city staff.**
- **If customer submits hard copy application [Land Entitlement Staff](#) will be required to scan and upload hard copies.**



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Email Notices

Address Verification and Assignment Communications

Notice Type:	Trigger Event:	Sent To:	Subject Line:	Message Content
Additional Information Required	Sent when Staff update any Task to "Additional Information Required" with at least 1 difency reason and/or comment.	All contacts with e-mail addresses	<AGENCY NAME> has Requested Additional Information for <RECORD TYPE> - <RECORD ID>	<p>Greetings,</p> <p><AGENCY NAME> has reviewed your application on <WORKFLOW STATUS DATE>. In order to continue processing your request, we will need the following item(s):</p> <p><TASKSPECIFICINFO></p> <p>For your convenience you may submit these items on-line <ACAURL>.</p> <p>Please contact the assigned reviewer from <AGENCY NAME>, <REVIEWER NAME>, <REVIEWER EMAIL>, with any questions or comments.</p> <p>Thank you for your business.</p> <p>Sincerely,</p> <p>Development Services Department</p> <p>Partnering with our community to build and maintain a safer San Antonio.</p>
Application Received	Sent when the Applicant has submitted their application and paid their base fees.	All contacts with e-mail addresses	Receipt Confirmation for <RECORD TYPE> - <RECORD ID>	<p>Greetings,</p> <p>This email confirms that the City of San Antonio has received your application for <RECORD TYPE> - <RECORD ID>.</p> <p>For your convenience, you may track the progress of your application on-line at <ACAURL>.</p> <p>Thank you for your business.</p> <p>Sincerely,</p> <p>Development Services Department</p> <p>Partnering with our community to build and maintain a safer San Antonio.</p> <p>Please take a moment and tell us how we are doing by taking our survey.</p>
Address Site Plan	Sent when Staff update the Technical Review - Verification of Address Only Task to "Verified with Correction OR; When Staff update the Technical Review - Address Assignment Task status to "Address Assigned – GIS Needed"	AT&T Bexar Appraisal Bexar Metro 911 CPS Energy Fire Department GIS ITSD San Antonio Water System Time Warner Cable U.S. Postal Service	Address Change for <RECORD TYPE>/<REQUEST TYPE> - <RECORD ID>	<p>Greetings,</p> <p>An addressing issue has been brought to our attention; therefore, the following address(es) have been corrected or changed.</p> <p>The address(es) of <PRIMARY ADDRESS>, <SECONDARY ADDRESS>, or <ACCESSORY ADDRESS>, have been changed to <COMMENTS>.</p> <p>Attached is the Address Site Plan for the above mentioned address(es). Please update your records accordingly.</p> <p>Sincerely,</p> <p>Development Services Department</p> <p>Partnering with our community to build and maintain a safer San Antonio.</p> <p>Please take a moment and tell us how we are doing by taking our survey.</p>

Email Notices (Continued)

Address Verification and Assignment Communications

Notice Type:	Trigger Event:	Sent To:	Subject Line:	Message Content
Notification of Address Change	Sent when Staff update the Technical Review - Verification of Address Only Task to "Verified with Correction <i>OR</i> ; When Staff update the Technical Review - Address Assignment Task status to "Address Assigned – GIS Needed"	Applicant & Owner, Agencies	Address Change for <RECORD TYPE>/<REQUEST TYPE> - <RECORD ID>	<p>Greetings,</p> <p>An addressing issue has been brought to our attention; therefore, the following address(es) have been corrected or changed.</p> <p>The address(es) of <PRIMARY ADDRESS>, <SECONDARY ADDRESS>, or <ACCESSORY ADDRESS>, have been changed to <COMMENTS>.</p> <p>Attached is the Address Site Plan for the above mentioned address(es). Please update your records accordingly.</p> <p>Thank you for your business.</p> <p>Sincerely,</p> <p>Development Services Department</p> <p>Partnering with our community to build and maintain a safer San Antonio.</p> <p>Please take a moment and tell us how we are doing by taking our survey.</p>
Preliminary Address Plan - Applicant	Sent when the Staff updates the Create Preliminary Address Plan	Applicant & Owner	Preliminary Address Plat <RECORD ID> Results	<p>Greetings,</p> <p>This email serves as notice that the addresses within the preliminary address plat are approved.</p> <p>The approved preliminary addresses are not final until the plat is recorded. You may track the progress of your <RECORD TYPE>/<REQUEST TYPE> - <RECORD ID> application on-line at _____.</p> <p>The preliminary address is subject to change in accordance with San Antonio Codes Section 29-51.</p> <p>Any changes may affect addressing and a new review must be conducted to ensure the address is accurate.</p> <p>If multiple buildings are proposed on the property a site plan is required in order to assign building numbers. We recommend that this be done prior to building permit submittal.</p> <p>If suite numbers are required, a floor plan must be submitted showing hallways, doorways, access points, linear measurements, all existing suite numbers, and proposed suite numbers in a PDF format.</p> <p>For your convenience, you may track the progress of your application on-line at <ACAURL>.</p> <p>Thank you for your business.</p> <p>Sincerely,</p> <p>Development Services Department</p>

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Email Notices (Continued)

Address Verification and Assignment Communications

Notice Type:	Trigger Event:	Sent To:	Subject Line:	Message Content
Preliminary Address Plan - Agencies	Sent when the Staff updates the Create Preliminary Address status to "Completed"	AT&T Bexar Appraisal Bexar Metro 911 CPS Energy Fire Department GIS ITSD San Antonio Water System Time Warner Cable U.S. Postal Service	Preliminary Address Plat <RECORD ID> Results - Agency Notification	<p>Greetings,</p> <p>This email serves as notice that the addresses within the preliminary address plat are approved.</p> <p>Attached is the Preliminary Address Site Plan: please update your records accordingly. The preliminary address is subject to change in accordance with San Antonio Codes Section 29-51. Preliminary Addresses are not final until the plat has been recorded.</p> <p>Sincerely,</p> <p>Development Services Department</p> <p>Partnering with our community to build and maintain a safer San Antonio.</p> <p>Please take a moment and tell us how we are doing by taking our survey.</p>